



# **Westpointe® Portable Infrared Fireplace Heater Instruction Manual**

Model No.: SREF01 / TV NO.: 138807



## **FOR INDOOR USE ONLY**

**PLEASE READ THIS ENTIRE INSTRUCTION MANUAL BEFORE USING**

**CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE  
OF PLUG TO WIDE SLOT, FULLY INSERT.**

Please keep this instruction manual for future reference

### **Warning:**

Adult assembly required.

Keep screws and parts out of reach of children.

Customer Service: (866) 814-0585, 8:00am to 5:00pm, Eastern Standard Time

Monday thru Friday

(Made in China)

## Warnings

### IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

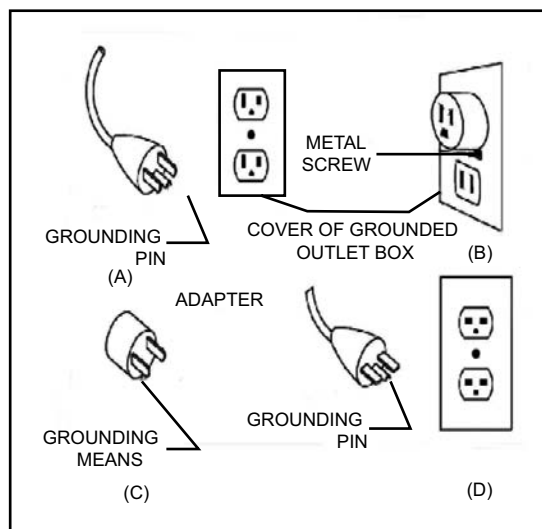
1. Read all instructions before using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The grill directly in front of the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from the front of the unit and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Always unplug heater when not in use.
5. Do not operate any heater with a damaged cord or plug or after the heater malfunctions has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
6. Do not use outdoors.
7. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect heater, turn controls to off, then remove plug from outlet.
10. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
11. Connect to properly grounded outlets only.
12. To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
13. All electrical heaters have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
14. Use this heater only as described in this manual. Any other use not recommended by manufacturer may cause fire, electric shock, or injury to persons.
15. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
16. Always disconnect the heater from the power supply before performing any cleaning, maintenance and relocating the heater.
17. When storing or transporting the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

**SAVE THESE INSTRUCTIONS FOR FUTURE USE.**

## Grounding instructions

**WARNING:** This heater has a voltage rating of 120 volts. The cord has a plug as shown in A. An adapter as shown in C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

**DO NOT DEFEAT THE SAFETY PURPOSE OF THE GROUNDED PLUG.**



## Safety instructions

1. When the heater is tipped over, the internal tilt switch will automatically disconnect the power to stop working. After the heater resumes upright, press the ON/OFF button on the control panel or press power switch on the remote control to turn on the heater.
2. When the heater internal temperature unconventionally reaches 135 Centigrade (275 Fahrenheit), the limit thermostat switch will automatically cut off the power to stop working. User needs to check the following points, get rid of any malfunctions and then press the ON/OFF button on the control panel or press power switch on the remote control to turn on the product.

A. Check the filter, if the net orifice is blocked by dust, remove the filter, wash with water and assemble into the heater after dry.

B. Check the outlet, if it is blocked by obstruction, remove it to ensure the air vent ventilated and then restart the heater.

**Note: If the heater still does not work after above steps, please disconnect the power, and have it repaired by professional electrician or contact our customer service.**

3. When the front wooden panel is closed, the flame of the log set can be used as indicator light.

# Heater Specifications

## **Infrared Fireplace Heater**

1. Power Supply: AC110-120V / 50-60Hz
2. Heat Output Rate: 1350W
3. Temperature range: 50 - 95 Fahrenheit
4. Heating elements: 3 U-shape infrared bulbs
5. Remote control

## **Unpacking the Infrared Fireplace Heater**

1. First, check the carton to make sure there are no obvious damages that may have occurred during shipment.
2. Open the Infrared Heater packaging and remove the heater by sliding it from the box. You may want to gently and cautiously turn the entire box up side down letting the heater slowly slide out.
3. Remove all the protective materials from the heater. It may be a good idea to keep the protective materials and packaging for storage during the off-season.

# Operating Instructions

**Note:** The heater may emit a slight harmless odor when first turned on. This is caused by activating the internal heater components for the first time and should not occur again.

⚠ Visually inspect the Infrared Heater for any damages before operation. Do not operate the heater if any damages are detected. Contact your customer service at (866) 814-0585 immediately.

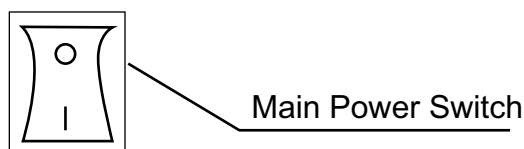
**NOTE:** “HI/LOW” and “°C/°F” buttons on the control panel have dual function capabilities.

▲ Adjust TIME / TEMP with up arrow or adjust HI / LOW settings.

▼ Adjust TIME / TEMP with down arrow or adjust °C/°F settings.

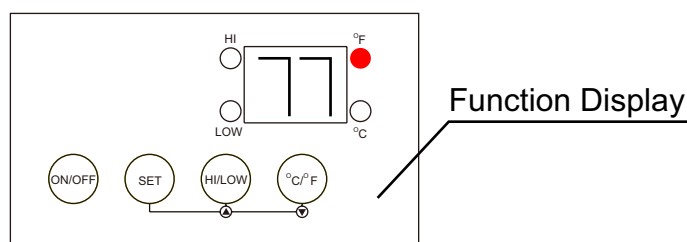
## CONTROL PANEL OPERATION INSTRUCTION

1. Connect power supply and turn the main power switch on.

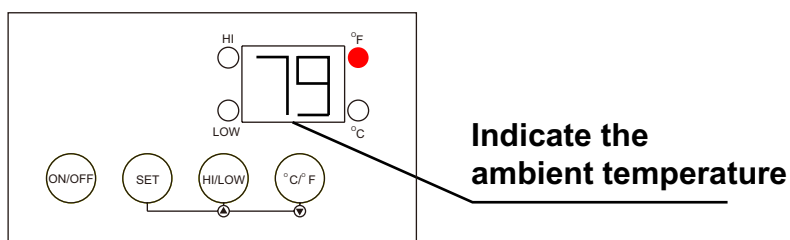


2. Press ON/OFF button

- 1) Heater starts operation with default maximum fire flame, default temperature reads as 77 Fahrenheit (25 centigrade), indicator of temperature degree stops after flashing 4 seconds.



- 2) Heating function does not work in initial start. It requires pressing HI/LOW button manually or remote control to start. It will not work if the ambient temperature is higher than the default temperature. It works only if the ambient temperature is lower than the default temperature.

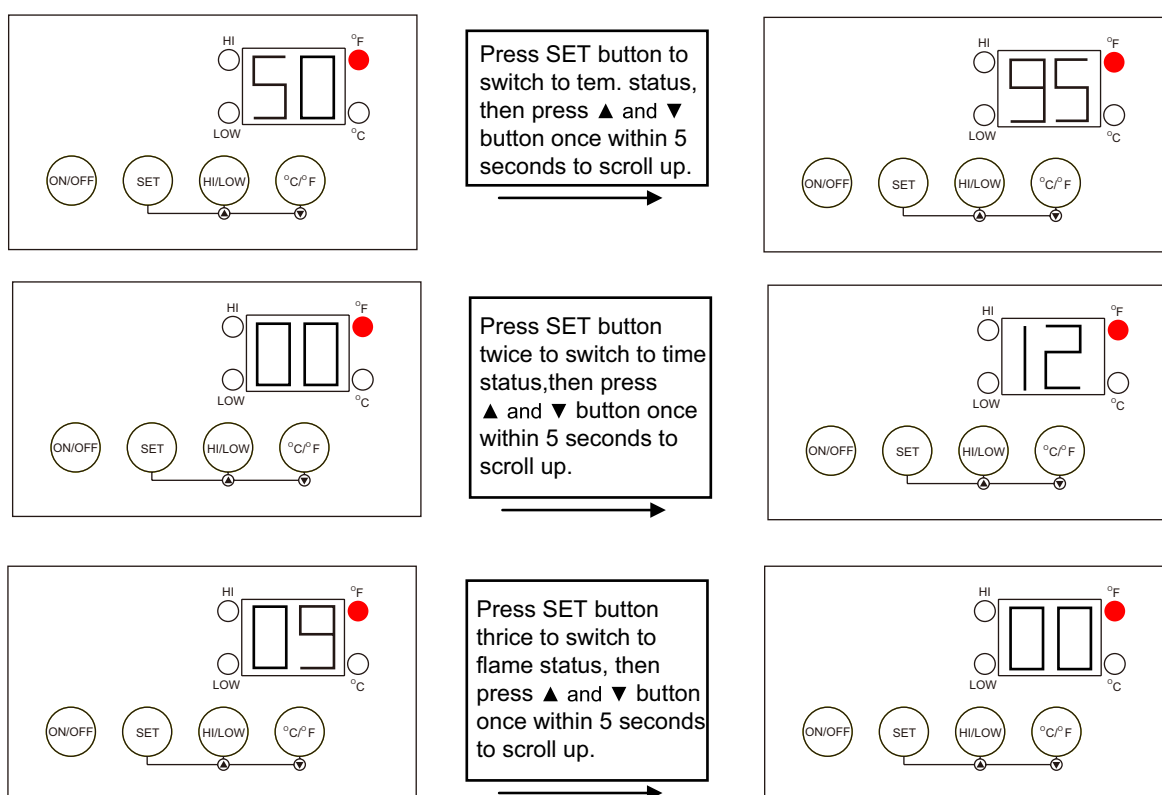


# Operating Instructions

3) If the heater internal temperature goes up to 104°F, the fan and electronic ionizer start working. The negative ions generated will be blown out with air through the vent.

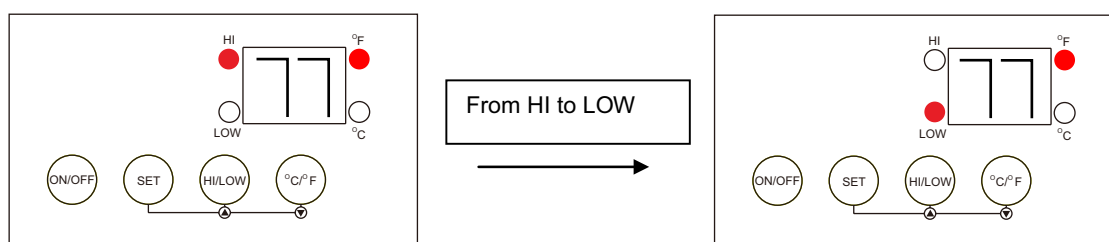
## 3. Press SET button

Enter adjustment status, press ▲ and ▼ to set parameter. In sequence it comes temperature - timer - flame - set confirmation. The set range for temperature is from 50 - 95 Fahrenheit (10 - 35 centigrade); Timer set range is from 00 - 12 hours, 00 means timer is closed, 30 minutes a unit to go as 0.5, 1.0, to 11, 12 hours; Flame brightness set range is from 00-09, 09 is the maximum value.



## 4. HI/LOW button

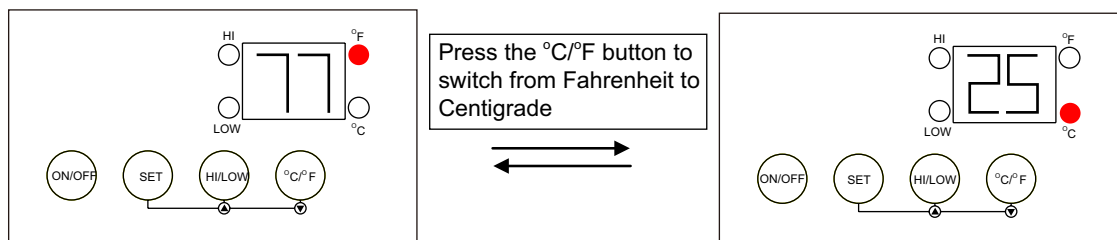
When heater is in normal operation, press HI/LOW button to switch heating mode, HI is high heating level, LOW is low heating level. Indicator lights for corresponding heating mode. If indicator does not light, this means the heating function is off.



# Operating Instructions

## 5. °C/°F button

When heater is in normal operating, press °C/°F button to switch temperature mode, °C means Centigrade and °F means Fahrenheit. Indicator lights for corresponding temperature mode.



## 6. Button sound

“Beep” sounds will accompany with each successful button press.

## REMOTE CONTROL OPERATION INSTRUCTION

1. °C/°F button - switch from Fahrenheit to Centigrade.

2. Power button - turn on and turn off the heater.

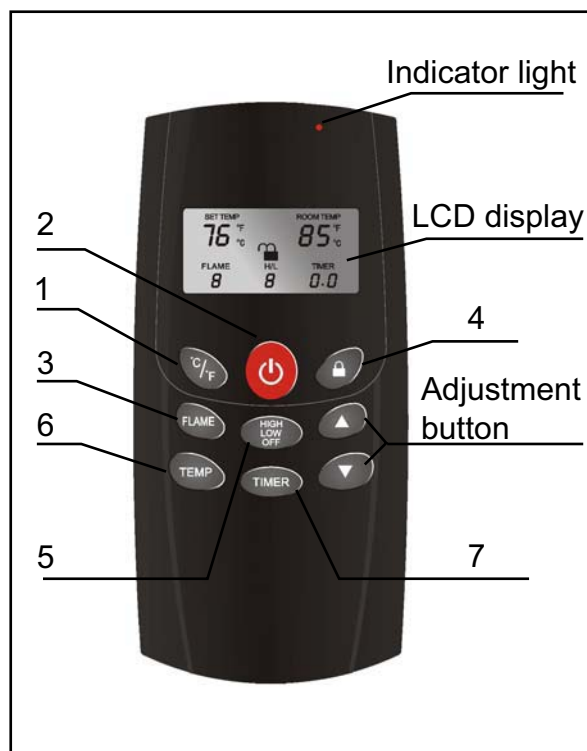
3. Flame button - adjust flame, 00-09 range for adjustment, 00 means flame function is off and 09 is the maximum level, press ▲ and ▼ button to operate.

4. Lock button - press 3 seconds to unlock and activate all other buttons.

5. Heating level adjustment - HI is high heating level, LOW is low heating level, OFF is close.

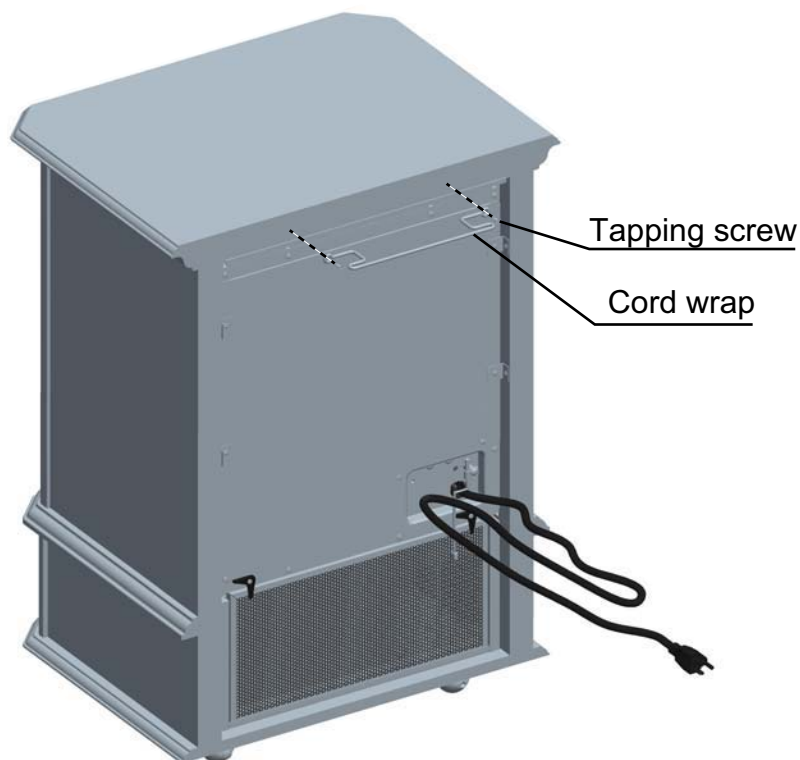
6. TEMP button - temperature set button, from 50 - 95 Fahrenheit, press ▲ and ▼ for adjustment.

7. TIMER button - timer sets from 00 to 12 hours, Minimum set is 0.5H, press ▲ and ▼ for adjustment.



## Assembly Instructions

Install the cord wrap on the back of the heater as illustrated, fixing it by 2 tapping screws.



## Care and Maintenance

Before care or maintenance is applied, always unplug the cord from the electrical outlet. The cabinet housing can be wiped down with furniture polish. The heater has a washable filter. The filter should be cleaned regularly to provide for maximum performance. Once the filter is removed, run warm water through and over the filter to remove dirt and dust. Shake all water residue from the filter and replace it back in the heater. (NOTE: A mild soap can be applied to assist in removing dirt and dust from the filter)

### Maintenance

If the heater is not to be used for an extended period of time, it can be stored away. Make sure the power is turned off and the cord is unplugged from the outlet. Wrap the cord around the handle on the rear of the portable heater. Cover the heater to prevent dust from accumulating on the heater. You may want to repack it back in its original carton. Always store the heater in a dry and dust free environment. (NOTE: You may want to clean the filter prior to storing the heater so that it is ready for operation the next time it is put in use.)



# Negative Ion Generator

## ELECTRONIC IONIZER SPECIFICATIONS

I/P: AC110-120V / 50-60Hz

PIN: 1W

O/P: DC3.8KV

ION DENSITY:  $3 \times 10^6$  PCS/CM<sup>3</sup>

## WORK PRINCIPLE AND FUNCTIONS

The main work principle of the positive and negative ion generator (plasma generator) is to increase the low voltage to positive high voltage and negative high voltage with voltage increasing circuit. It generates large amount of positive ion and negative ion with positive high voltage and negative ionized air (mainly oxygen). The quantity of negative ion is more than positive ion (1.5 times of positive ion). The positive ion and negative ion can generate enormous energy when neutralized with positive negative electric charge, which may change the structure of bacteria or convert the energy and kill bacteria, thus achieving the effect of sterilizing. Since there are more negative ions than positive ions, surplus negative ion will also float in the air for remove smoke, dust and eliminate odor, improve air quality and promote health.

## RELATION OF NEGATIVE ION DISTRIBUTION AND CONCENTRATION IN NATURE WITH HUMAN HEALTH

Space	Content of Negative Ion N-ion pcs/cm <sup>3</sup>	Relation with Human Health
Forest and Waterfall Area	100000-500000	Natural Recovery Force
High Mountain, Sea Shore	50000-100000	Sterilizing, reducing disease spreading
Suburb and Field	5000-50000	Improve Human Immunity and Resistance
Closed Urban Residential Area	40-50	Cause physical disabilities such as headache and insomnia
Air Conditioning Room	0-250000	Cause "Air Condition Disease"
Negative Ion Oxygen Bar Room	100000-500000	Natural Recovery Force

## Trouble Shooting

**Warning:** To avoid risk of electric shock, please unplug the heater before maintenance.

No.	Malfunction	Malfunction Cause	Solution	Remarks
1	No electricity	1) Disconnected plug 2) Fuse burned out 3) Main switch does not turn on	1) Inspect main socket switch and fuse 2) If fuse burned out, contact our customer service	
2	Without warm air	1) Temperature set improperly 2) Heating element malfunction	1) Set the temperature properly 2) If heater does not work after temperature is properly set, contact our customer service	
3	Without flame	1) Flame function is closed 2) Component malfunction	1) Set the flame function 2) Restart the heater 3) If restart does not work, contact our customer service	
4	Display E1	Temperature sensor malfunction	Contact our customer service	
5	Short remote distance	Dead battery	Replace battery	
6	Remote control button insensitive	1) Dead battery 2) Remote control defect	1) Replace battery 2) Contact our customer service	
7	Remote control can not work	Dead battery	1) Replace battery 2) Contact our customer service	
8	Suddenly shuts off while running	1) Obstruction in the inlet or outlet 2) Fan stops or heater internal temperature too high	1) Remove the obstruction 2) Please contact our customer service	
Other malfunctions please contact our customer service for assistance.				

## Warranty Information

The appliance has been manufactured under the highest standards of quality and workmanship. We warrant to the original consumer purchaser that all aspects of this product will be free of defects in material and workmanship for one year from the date of purchase. A replacement for any defective part will be supplied free of charge for installation by the consumer. Defects or damage caused by the use of other than genuine parts are not covered by this warranty. This warranty shall be effective from the date of purchase as shown in the purchaser's receipt.

This warranty is valid for the original consumer purchaser only and excludes industrial, commercial or business use of the product, product damage due to shipment or failure which results from alteration, product abuse, or product misuse, whether performed by a contractor, service company, or consumer. We will not be responsible for labor charges and/or damage incurred in installation, repair or replacement, nor for incidental or consequential damage.

Westpointe Heater Warranty Registration  
502 Business Center Dr.  
Suit E  
Birmingham, AL 35244



Need Help?  
Call our toll free number At:  
**1-866-814-0585** Or  
e-mail us at:

**[customerservice@shinerichgroup.com](mailto:customerservice@shinerichgroup.com)**

**Made in China**